

2021 ANNUAL REPORT



The Missouri Alliance to Curb Problem Gambling continues its work to educate Missourians on the potential characteristics and dangers of problem gambling, as well as referring compulsive gamblers and their loved ones to free treatment, preventing underage play and promoting responsible gaming.

We recently furthered those efforts during March's Problem Gambling Awareness Month through a social media campaign that focused on the warning signs of problem gambling and the resources available to get help.

Those resources include the Bets Off helpline, which is available 24/7 at 1-888-BETSOFF and the Bets Off website at www.888betsoff.org. Emails can also be sent to freehelp@888betsoff.org. Voluntary self-exclusion programs are also available for casino patrons, as well as Missouri Lottery players.

Within the pages of this report, you'll see the numbers behind our work to help Missourians' impacted by problem gambling. Thank you to everyone involved with the Missouri Alliance to Curb Problem Gambling for your dedication and service. Your continued support makes our work possible.

Mark Rembecki, LPC, CCGC, CRAADC, MARS, IC&RC

Director of Gambling Disorder Treatment Programs, Missouri Department of Mental Health Division of Behavioral Health,
Missouri Alliance to Curb Problem Gambling Chairperson



Created in 1997, the Missouri Alliance to Curb Problem Gambling was the nation's first partnership of its kind. This unique partnership of public, private and nonprofit organizations recognizes the need to address the social problems and costs created when individuals, have problems handling the product or service that the state and gaming industry provide.

Alliance Member-Funded Service Highlights

Problem Gambling Helpline: 1-888-BETSOFF (1-888-238-7633) -

1,593 calls in 2021 vs. 1,817 calls in 2020

Life Crisis Services operates a 24-hour helpline service for callers seeking help for a gambling problem. When contacted, Life Crisis Services provides counseling, assessment and referrals to callers while attempting to collect various socio-economic and gambling behavior information. A breakdown of this information can be found on the following pages.

Free Compulsive Gambling Treatment Services -

45 referrals through helpline in 2021 vs. 51 referrals through helpline in 2020

By appropriating money from the Compulsive Gambler's Fund, the Department of Mental Health is able to contract with certified outpatient treatment programs to provide treatment services, including individual and group counseling, family therapy, financial planning, remediation, and referrals for legal assistance.

Disassociated Persons (DAP) List -

38 referrals through helpline in 2021 vs. 115 referrals through helpline in 2020

The first of its kind when implemented in 1996, the Missouri Gaming Commission's DAP List allows problem and compulsive gamblers to enter into a five-year ban from all Missouri riverboat locations and direct marketing lists while invalidating their player's club account and denying check-cashing privileges. Members have a one-time opportunity to take themselves off the DAP List after five years have passed.

Lottery Self-Exclusion Program (SEP) -

12 referrals through helpline in 2021 vs. 5 referrals through helpline in 2020

The Missouri Lottery's SEP is a responsible gaming resource for players who classify themselves as problem or compulsive gamblers that aims to reduce the incentive to play Lottery games. By submitting an application, individuals voluntarily enter into a lifetime ban from claiming Lottery prizes of more than \$600, accessing their loyalty club account, and receiving email and text message communications.

Helpline and Referral Information

Calendar Year	Calls Placed to Helpline	Free Treatment	Disassociated Persons (DAP)	Self-Exclusion Program (SEP)
1998	871	54	356	N/A
1999	1,034	113	596	N/A
2000	1,738	186	1,093	N/A
2001	2,846	335	1,403	N/A
2002	2,889	373	1,290	N/A
2003	3,339	344	1,367	N/A
2004	3,527	377	1,506	N/A
2005	2,593	360	1,696	N/A
2006	1,834	370	1,553	N/A
2007	1,682	358	1,412	N/A
2008	1,915	332	1,279	N/A
2009	2,263	343	896	N/A
2010	2,740	368	797	N/A
2011	2,093	231	790	N/A
2012	2,454	168	1,023	N/A
2013	2,057	154	961	N/A
2014	2,073	537	778	N/A
2015	1,954	419	663	N/A
2016	1,630	375	657	38
2017	1,497	305	758	27
2018	1,492	217	363	37
2019	2,452	225	762	37
2020	1,817	51	115	5
2021	1,593	45	38	12

2021

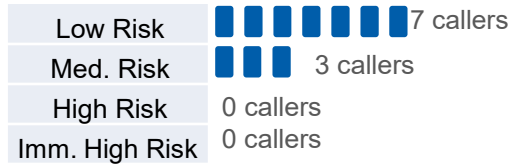
In 2021, we answered **1,593** gambling calls.



The ratio of number of male callers to number of female callers is 3:2

149 callers were assessed for suicidality, among which 93% were NOT at risk for suicide.

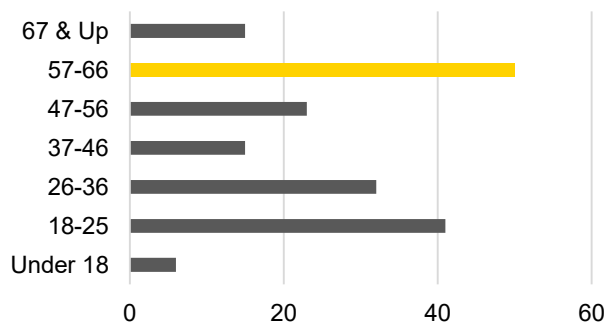
For callers at risk:



110 callers reported their Race, the majority (**71%**) callers are Caucasians; 23% - Black/African Americans; 4% - Asians; and 3% - Hispanic/Latino. No callers reported their race as "other."

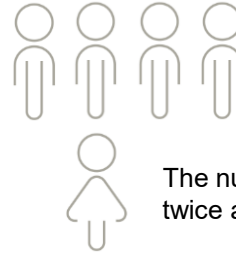
124 callers reported their Marital Status, 41% are Married; 37% - Single; 19% - Divorced; 2% - Widowed; and 1% - Separated.

182 callers reported their Age (persons).



2020

In 2020, we answered **1,817** gambling calls.



The number of male callers twice as many as female callers.

238 callers were assessed for suicidality, among which group 96% of them were NOT at risk for suicide.

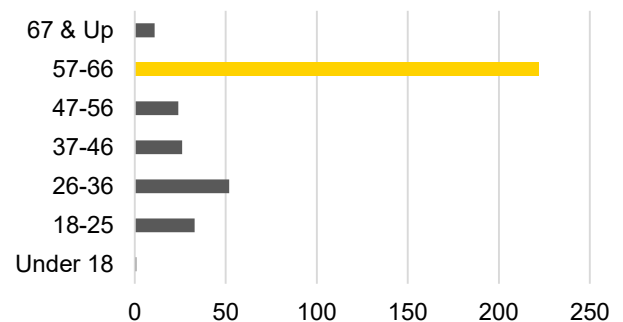
For callers at risk:



292 callers reported their Race, the majority (**88.7%**) callers are Caucasians; 8.2% - Black/African Americans; 0.7% - Asians; 0.3% - Hispanic/Latino; and 1.6% - Other Race/Ethnicity.

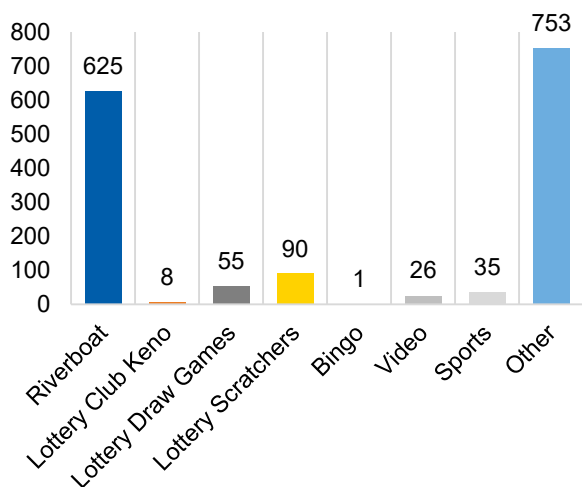
304 callers reported their Marital Status, 56.6% are Divorced; 21.7% - Married; 20.4% - Single; 0.7% - Widowed; and 0.7% - Separated.

369 callers reported their Age (persons).

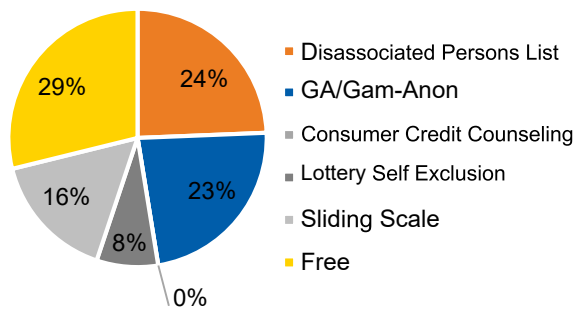


2021

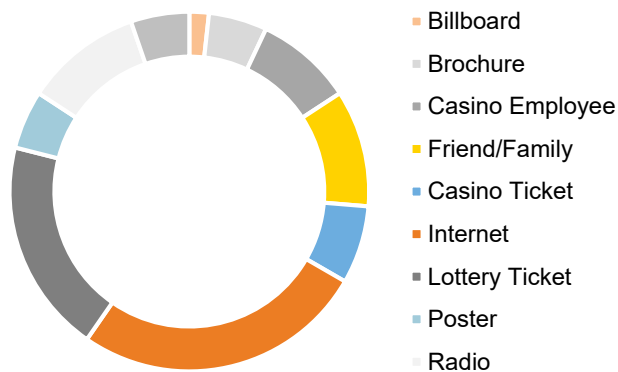
Type of Gambling Problem (persons)



Types of referrals given to callers in 2021



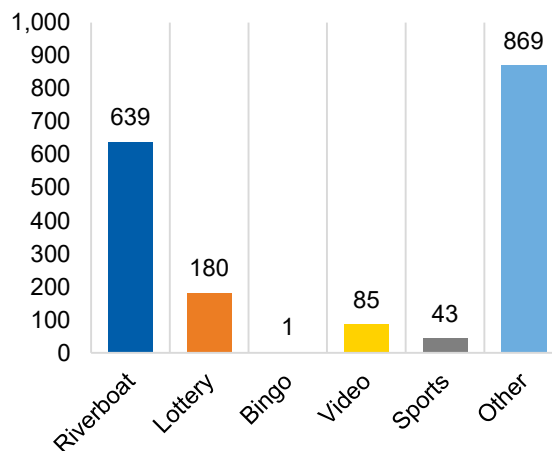
How did caller hear about the line?



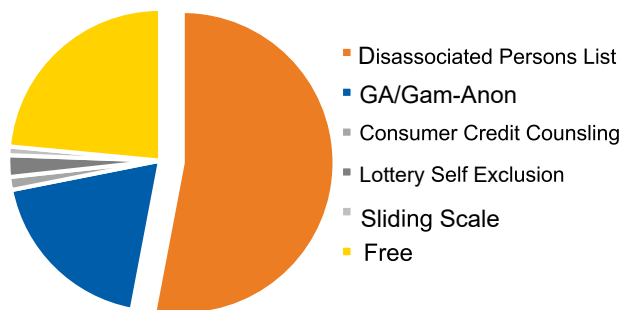
In 2021, callers were mostly located in **St. Louis County, Jackson County MO, St. Louis City,** and **St. Charles County.**

2020

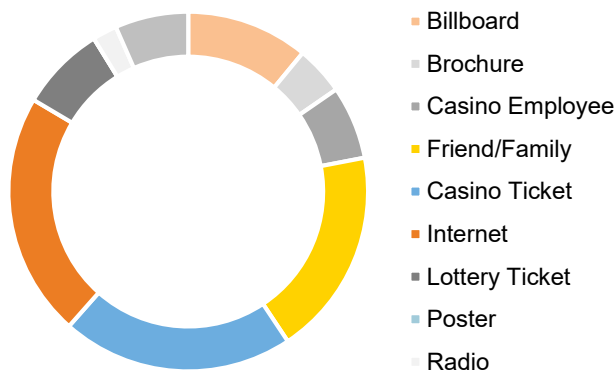
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Types of referrals given to callers in 2020

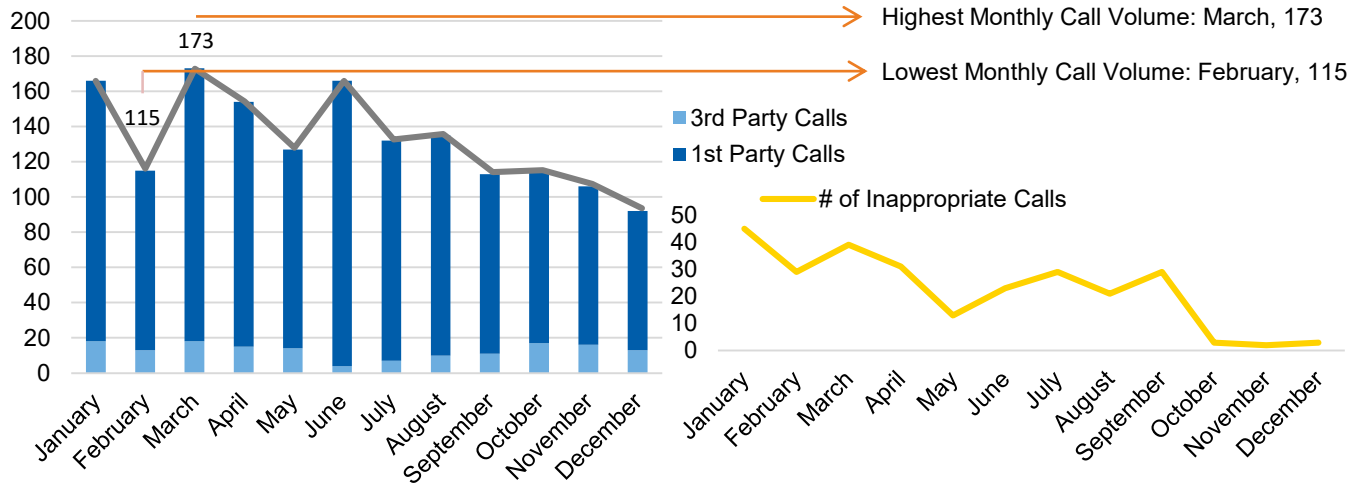


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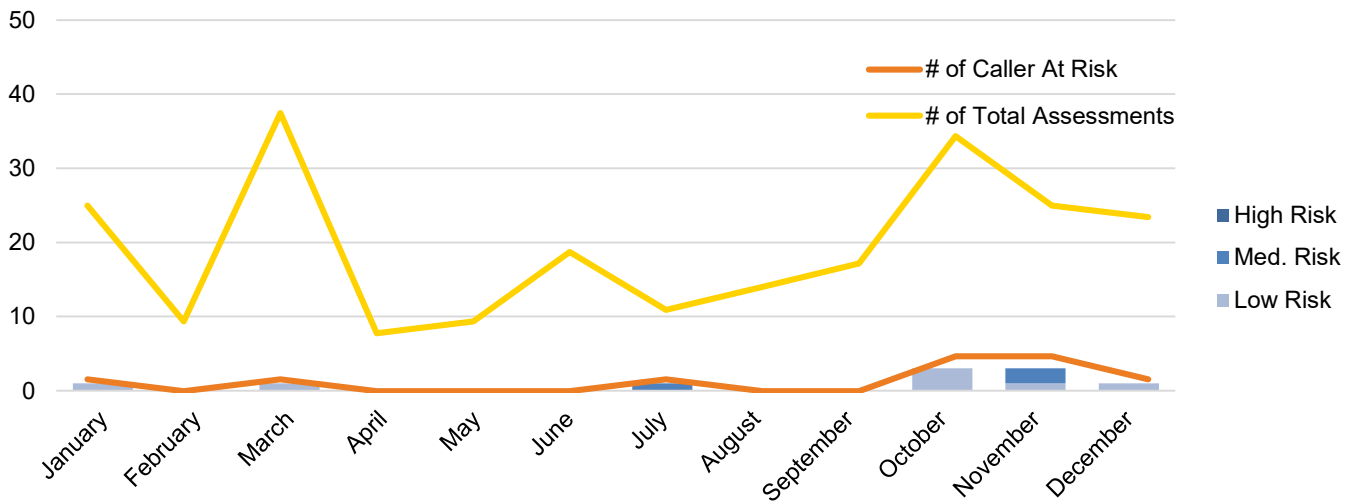


In 2020, callers were mostly located in **St. Louis County, Jackson County MO, St. Louis City,** and **St. Charles County.**

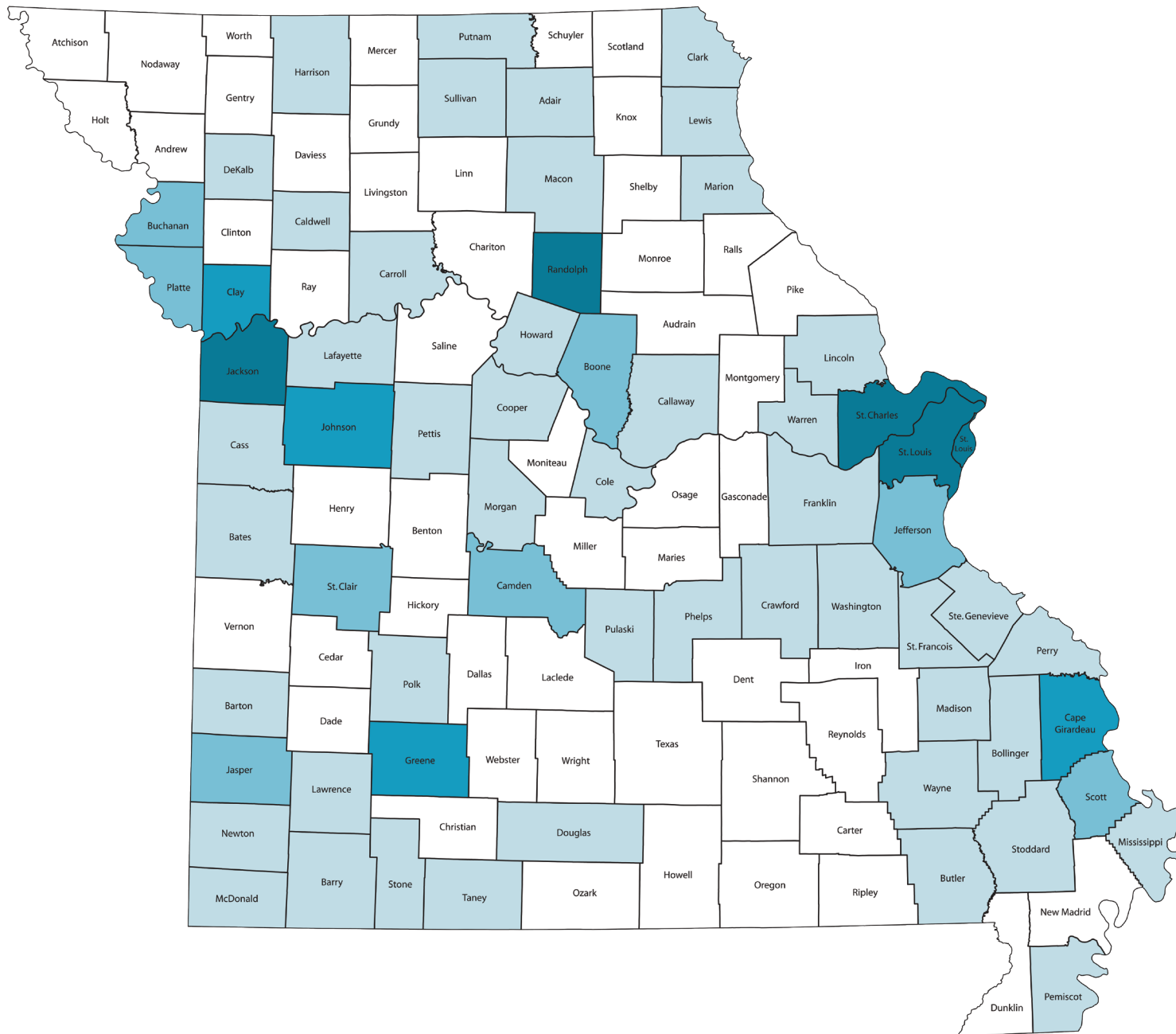
Trend of Call Volume



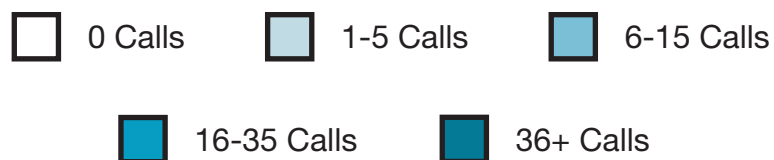
Risk for Suicide



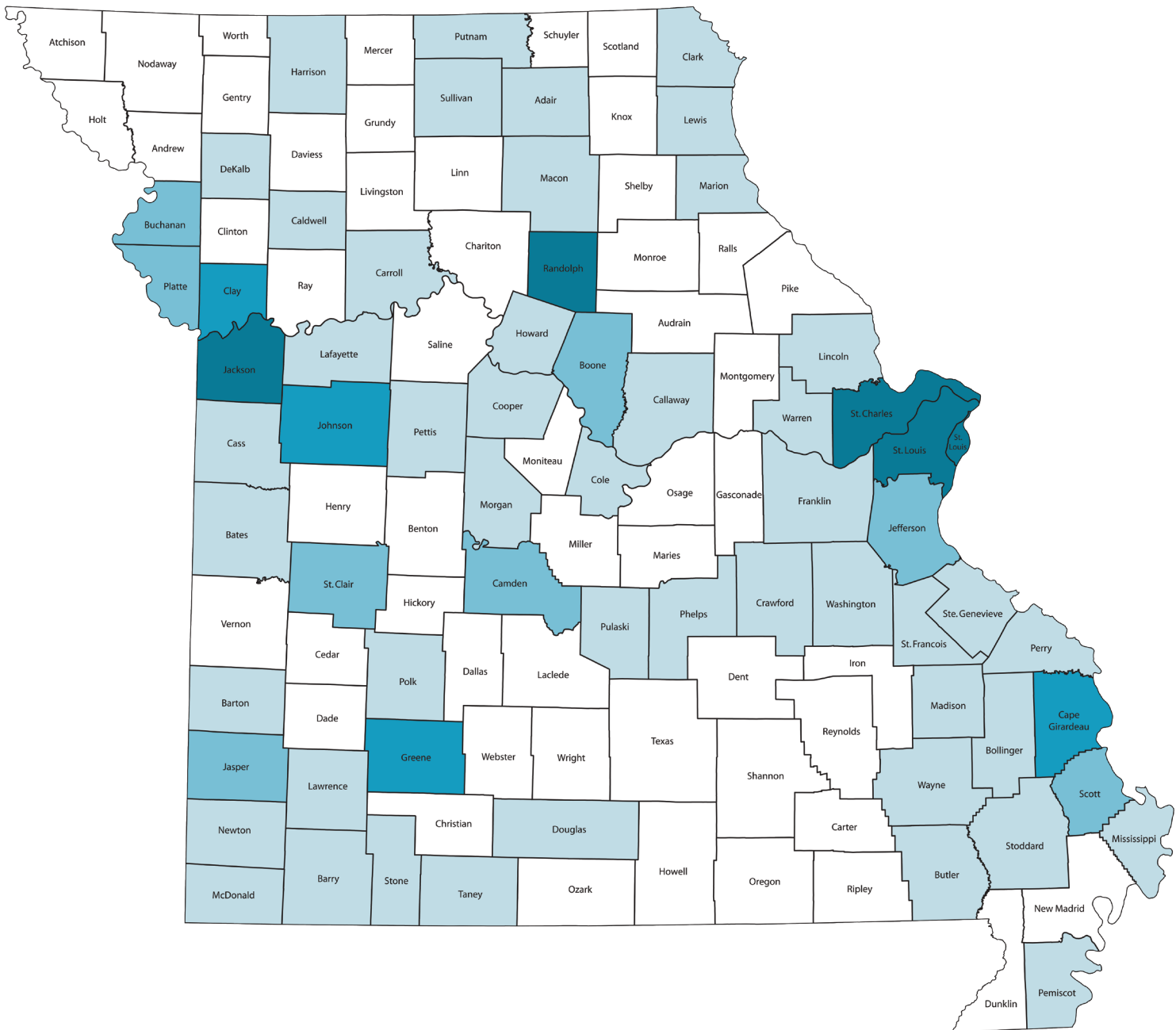
2021 Helpline Callers By County



Key



Historical Helpline Callers By County



Key



0 Calls



1-10 Calls



11-35 Calls



36-100 Calls



101-250 Calls



251-1000 Calls



1001+ Calls

DBH
Division of Behavioral Health



Port Authority
of Kansas City, Missouri

This year's Midwest Conference on Problem Gambling and Substance Abuse will take place June 15-16, 2022.

A scholarship opportunity is available to those new to the field of disordered gambling and who exhibit commitment, service and potential success as a professional within this field. This scholarship is named after Joanna Franklin in recognition and appreciation of her contributions to the field. Application materials are due by April 15 at 5 p.m. Application links can be found on the MCPGSA website at mcpgsa.org.



More information to come on conference registration and speakers.

2022 CALENDAR

June 15-16

19th Annual Midwest Conference on Problem Gambling and Substance Abuse, Virtual, mcpgsa.org

July 20-23

National Conference on Problem Gambling, Boston, MA, ncpgambling.org

August

Missouri's Responsible Gaming Education Month

December 17

Missouri Alliance's 25th Anniversary

1-888-BETSOFF

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Editor: Shaunice Hardy, responsible gaming coordinator for the Missouri Lottery

MACPG

Missouri Alliance to Curb Problem Gambling

The Missouri Alliance to Curb Problem Gambling's mission is to heighten public awareness for the dangers of problem gambling; develop prevention and education programs for gamblers of all ages; and direct problem gamblers and their families to the 1-888-BETSOFF helpline and treatment.